



# Annual Report

2021 - Fiscal Year



Yavapai County Adult  
Probation Department

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## Letter to Presiding Judge

Dear Judge Napper,

I know you will be reading this letter and the content of our Annual Report for Fiscal Year 2021 with interest. I trust other stakeholders will likewise read it and the report's content. Why is this Annual Report worthy of the time it takes to read? I am confident the report captures not only the data indicative of the staff of Yavapai County Adult Probation demonstrating resilience in the face of an unprecedented pandemic, but also indicates we stayed true to our mission of *"Protecting the Community and Improving Lives."*

Educator, anthropologist and best-selling author Michael Margolis said, "The stories we tell literally make the world. If you want to change the world, you need to change your story." This truth applies both to individuals and institutions. This is at the heart of what our report is about. Telling the story of the probation work we do, day in and day out, and encouraging justice-involved adults to change their stories! We want you to consider how our successes in meeting our mission have an untold positive ripple effect passed on to family members, employers, and the citizens of Yavapai County. People who call Yavapai County their home can be proud of the diligent work that goes on literally 24 hours, 7 days a week, nights, weekends, and holidays, toward the story-changing effort.

There is nothing more gratifying to officers and staff to run into a former probationer who says, "You know what you did for me? "You saved my life!" These conversations are what make up the powerful story of the potential for transformation that is the crux of all our efforts.

Judge, you know Yavapai County Adult Probation is held in high esteem within our state. Among the many reasons for this great reputation is not only being the best trained practitioners in evidence-based skills but having the great hearts our employees bring to this sometimes heartbreaking work.

I am eternally grateful for the opportunity to serve my employees as Chief. They inspire me through their tireless work, especially during this pandemic. Their commitment is second to none in bringing the story of hope and restoration to people who never believed it could be possible. By telling these stories in our Annual Report, we have the opportunity to change lives and change the world as well! Enjoy and be inspired by these stories! I believe, as you will see, our employees truly are the G.O.A.T.

John Morris, Chief Adult Probation Officer

***"Those who tell stories rule the world."*** Native American proverb.

# G.O.A.T.

Say hello to Dodge the goat on our cover!! Dodge, owned by our very own Kayla Niederer, really doesn't have much to do with our Department but he reminded me of the term: Greatest Of All Time. G.O.A.T.

I can imagine many of our staff would love to be considered the GOAT! Wouldn't it be fantastic if Yavapai County Adult Probation was the Greatest Of All Time?

Michael Jordan or Tom Brady may be considered GOAT in their respective sports. They play a sport with generally fixed rules and a fixed environment. Certainly, they had to adapt to changes in their game to become the GOAT! As complex as football and basketball are, do these games come close to the complexities of human behavior we work with daily at Adult Probation?

Our department and our partners attempt to improve services and effectiveness constantly. No matter how much we try, achieving GOAT status will most likely evade us... for some very good reasons. The complexity of human behaviors, the changing political climate, and the ever-changing methods and techniques all have the potential to impede excellence. While we have improved in using proven methods, the wide variability of our clients' experiences, competencies, and desires can drastically impact our effectiveness. Our staff's life experiences, competencies, and desires also impact our effectiveness. One method or tool applied to several clients is likely to see a wide variety of success or failure. This variability is what makes our work so challenging, rewarding, and interesting.



Yavapai County Adult Probation may not ever achieve GOAT status, and that is ok. That won't stop us from trying!! We strive to achieve the best, not for GOAT status, but to make our world a better place, our clients better than before, and our staff rewarded in knowing they have made a difference!

Thanks Dodge!!!



## ***Mission:***

Protecting the Community and Improving Lives.

## ***Values:***

The Probation Department and its staff:

- Work in partnership with the local criminal justice system, service providers and the community;
- Work with integrity and professionalism, treating all people with respect; and
- Believe that people can change.

## ***Vision:***

Safe Communities Through Positive Change

# Office Locations



Prescott:  
225 E. Gurley Street, 2<sup>nd</sup> Floor  
Prescott, AZ 86301  
(928) 771-3332

Cottonwood:  
411 S. 14<sup>th</sup> Street  
Cottonwood, AZ 86326  
(928) 639-8148



Dewey:  
Hwy 69 & Fain Road  
Dewey, AZ 86327  
(928) 771-3365



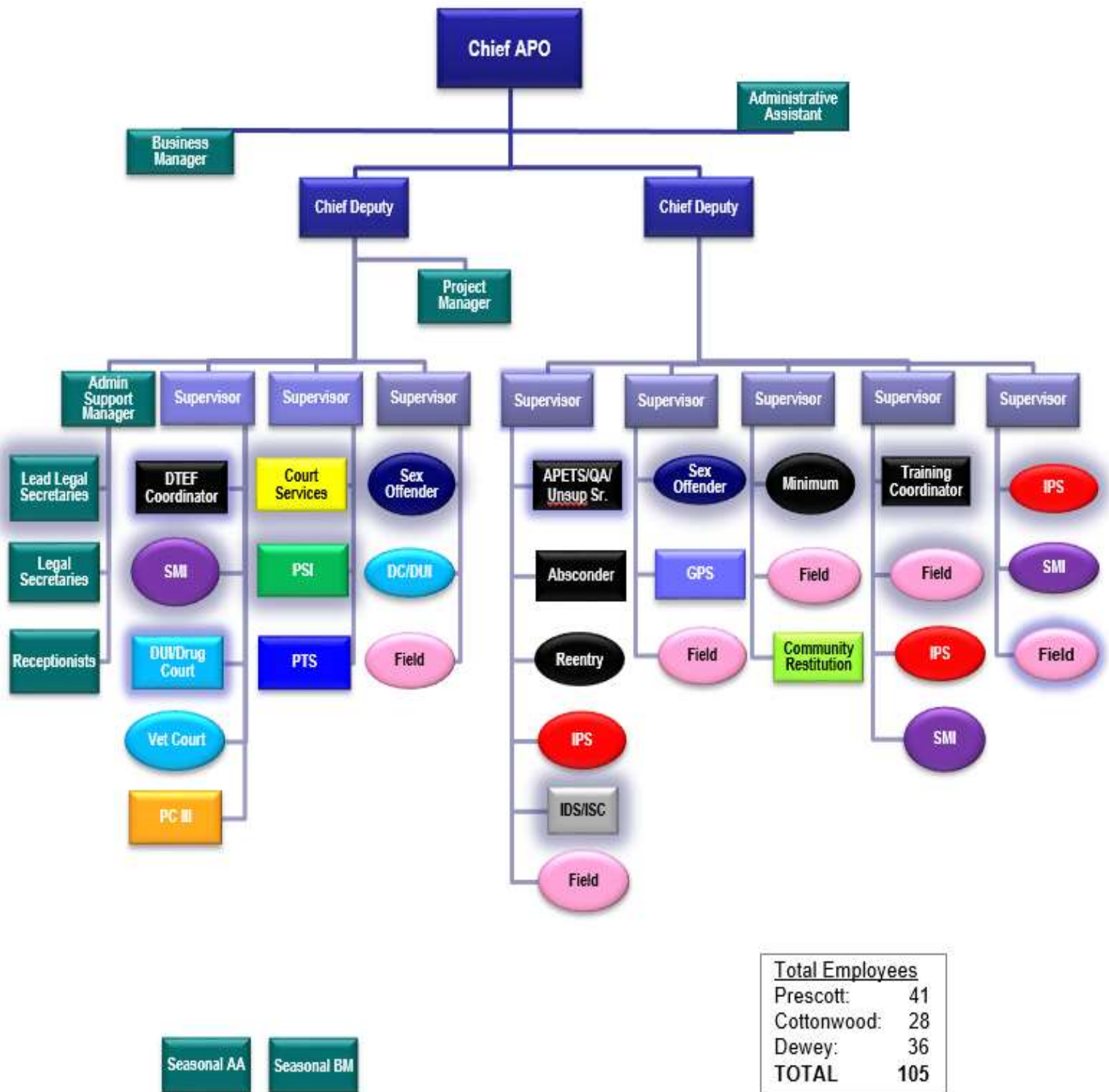
Prescott Courthouse:  
120 South Cortez Street  
Prescott, AZ 86303



Camp Verde Courthouse:  
2830 North Commonwealth  
Drive  
Camp Verde, AZ 86322



# Organizational Chart



### **Demographics**

YCAPD presently employs 103 people housed in five locations throughout the county in Cottonwood, Dewey, and Prescott, including two small offices - one in the Camp Verde Courthouse and one in the Prescott Courthouse. (See Attachment 2, Organizational Chart.) Our county funds 49.15 full-time equivalents (FTE's); 51.95 FTE's are State funded; and 9.9 FTE's are funded by fees collected from probationers. Our total budget is \$9.78 million, with 45% funded by the County, 41% funded by the State and 14% funded with probation service fees.

### **Probation Supervision**

A good portion of our department's workload involves supervising probationers and applying evidence-based case management skills to promote long-term, positive behavior change. Our probation officer supervisors oversee various programs including Pretrial Services, Administrative, Indirect, Intensive Probation Supervision (IPS), and Standard supervision. Indirect cases are those sentenced in Yavapai County but supervised by another state or county's probation department. Administrative cases refer to those placed by the court on "unsupervised" probation, those who absconded from the county with an active warrant and those in prison with probation to follow. Although not being actively supervised, Administrative cases number close to 2000 and require maintenance and tracking which is time consuming.

Standard supervision cases represent the bulk of cases we supervise. Per statute, standard supervision is administered at a ratio of 65 probationers to 1 probation officer (A.R.S. §12-251(A)). IPS cases, high to medium-high risk, are supervised at a ratio of 15 probationers to 1 officer (A.R.S. §13-916 and §13-919). We are authorized 38 standard caseload carrying officers and 7 IPS caseload carrying officers.

As of February 2021, the YCAPD supervised a total of 2,385 probationers (61 on IPS and 2,324 on standard supervision.) From FY2015 to FY2020, the average number of new probationers added each year is 1,172, with the average number of exits per year being 1123.

### **Cost of Supervision**

The Administrative Office of the Court (AOC) presents an annual fact sheet to the legislature and Arizona Chief Probation Officers Association. The report compares costs for incarceration versus probation supervision. YCAPD and the BOS are aware of the impact to public funds and taxpayers when citizens are placed in the Yavapai County jail at an average rate of \$110.00 per day. The average daily cost of incarceration in the Arizona Department of Corrections is \$74.33. As an alternative to incarceration, the court may place an individual on probation under certain conditions. The cost to supervise an IPS case is \$22.74 per day; less than prison or jail, IPS is the more costly probation alternative, and is generally limited to higher risk cases. A standard probation case costs a mere \$3.82 per day providing a public safety bargain considering the overall positive results of probation supervision.



## Even in a year of the global Covid-19 Pandemic, our department continues to achieve!!

### *Adult Intensive Probation Supervision (IPS)*

#### Accomplishments:

- All IPS officers have completed SUSTAIN training.
- Total IPS Community Restitution hours completed for FY21 was 4,392 hours, which is commendable, given the national health crisis that shut down our crews for a while, forcing the use of other alternatives.
- Implementation of Project S.A.F.E. as an intermediate sanction to increase timely responses to violations with the goal of increasing non-violating behavior. IPS officers referred 41 probationers to S.A.F.E. in FY21.
- Alternative ways of communication such as Zoom, FaceTime and text were used intermittently due to COVID-19, which proved helpful to clients at times.
- Many IPS probationers were able to pay fines and fees with stimulus income checks.
- Many IPS probationers were able to attend treatment and MRT via Zoom which helped them with transportation issues.

### *State Aid Enhancement (SAE)*

#### Accomplishments:

- Completed assessment and case plan training virtually with AOC. Gave help and guidance in completing the new case plan format.
- Continuing to utilize technology to make visual contacts and get paperwork completed.
- New transfer checklist created for consistency in transferring cases internally.
- More office access allowed officers to get caught up on paperwork/filing and meet with probationers there to complete paperwork, case plans, and deal with issues/sanctions.
- In person MRT classes started again, allowing more opportunities for alternate interventions.

### ***Community Punishment Program (CPP)***

#### **Accomplishments:**

- Provided financial assistance to 31 individuals who were required to complete substance abuse treatment (use of alcohol), domestic violence and/or anger management counseling, psycho-sexual evaluations, and polygraphs.

### ***Criminal Justice Enhancement Fund – Sex Offenders (CJEF – SO)***

#### **Accomplishments:**

- Supervise approximately 219 individuals on probation with either sex offender conditions of probation, sex offender registration requirements, or requirements to complete sex offender treatment due to sexual motivation when committing crimes. This number represents a little over a 10% increase from the last fiscal year. These probationers are primarily supervised by specialized teams consisting of three full-time probation officers an overflow officer, and two surveillance officers.
- Currently, 33 probationers have internet access and are being monitored using the internet by the Probation and Parole Control Program. This number represents a 41% increase from the last fiscal year. Probation or surveillance officers search computers when a probationer with sex offender terms of probation initially purchases a computer and before they are given access to the internet. Officers continue to use the Field Search Program to monitor probationers' use of the internet.
- Currently contracted with two sex offender treatment providers, allowing officers to have a choice of which provider best suits the needs of the probationer.
- Funding for temporary shelter at a hotel was provided to three probationers from a community-based resource for Veterans.
- 72 referrals to sex offender treatment or testing from CJEF-SO fund; Out of 88 probationers served for FY21, there were 42 referrals completed, 8 probationers who completed treatment and none had cuts to their treatment funding.
- Yavapai County now has two boarding houses that will accept Sex Offenders that are located in the Verde Valley. Each house can accept four boarders. These houses have accepted three of our homeless sex offenders.

### ***Global Positioning System (GPS)***

#### **Accomplishments:**

- Continued to improve the working relationship with GPS and other Sex Offense case officers in Northern Arizona to address equipment problems, respond to alerts in a timely manner, and assist in the setup of new probationers in Total Access.
- Worked with and supported other county officers in installation of GPS units, changing the straps on the unit, and troubleshooting issues as needed.
- The Northern Arizona Regional Monitoring Center currently monitors 22 clients, with 23 clients being the highest number since the last report.
- Helped train an officer in Yavapai County who transitioned into the Sex Offender Unit.
- Trained 3 new hire Probation & Surveillance Officers in GPS as part of the new hire orientation program from January 2021 through June 2021.
- Assisted AOC in completing the first step in the new Statewide GPS Policy. Worked with the other regional monitors and AOC to rewrite the policy to be sent for review. This will assist with uniformity across the state with regards to GPS Sex Offender clients.

### ***Interstate Compact Supervision (ISC)***

#### **Accomplishments:**

- The Indirect Services (IDS) unit oversees all out-of-county and out-of-state cases. Staffing for the IDS unit consists of one senior probation officer, two journey probation officers, two support staff, and their supervisors.
- During the COVID-19 pandemic, officers were able to operate with creativity and utilize technology in new ways. The innovation proved to be very effective and may lead to lasting changes to operations.
- IDS officers recently started holding office hours at Court on days that out-of-county and out-of-state cases are sentenced. This change is providing better customer service which has led to more successful transfers and less failed reporting that historically resulted in a Petition to Revoke (PTR) being filed.
- During FY21, Yavapai County accepted 25 incoming cases from other states.
- During FY21, the IDS unit successfully transferred 162 cases out of state.

### ***Drug Treatment Education Fund (DTEF)***

#### **Accomplishments:**

- Coordinated with probation staff to assist the 476 Yavapai County 13-901.01 cases getting timely access to the appropriate treatment and entering the information in APETS.
- Assisted 49 probationers with referrals to appropriate services and placement into treatment and/or sober living with contracted providers who support: evidence-based treatment programs.
- Screened all potential participants for specialty courts and assigned to appropriate courts.
- Continued coordination with the quarterly Networking for Solutions meetings which provides an opportunity for community and stakeholders to share new resources that may assist with our probation population. All interested parties are invited to share concerns, successes, services, and training opportunities with each other resulting in an enhanced feeling of community.
- Created a new treatment packet that will be used county wide and trained all probation officers individually on the use of the packet.
- Monthly reports generated from APETS and reviewed for all 13.901.01 first and second offenses to assist with timely treatment referrals.
- Continued meetings with AHCCCS Behavioral Health Home to facilitate solutions to protocol concerns and improve collaboration and partnerships.

### ***Drug Court Program (DC)***

#### **Accomplishments:**

- NDCI two-day training as follow up to Technical Assistance Report from 2019. Entire team trained on Drug Court best practices research, team roles and responsibilities, legal and constitutional issues, the eligibility and screening process, drug testing best practices, behavior modification, and evidence-based substance abuse treatment.
- Implemented Incentive and Sanction menu for program.
- Implemented application for participant's phase advancement.
- Assisted 56 probationers with recovery home/sober living placements.



***Criminal Justice Enhancement Fund – Substance Abuse (CJEF – SA)***Accomplishments:

- Over this fiscal year we had a monthly average of 86 Drug Court participants in Yavapai County. CJEF-SA funding has allowed our program to assist 55 participants with court-ordered substance abuse treatment who did not qualify for AHCCCS or SAPT funding or were participants of the Phase 5 Group.
- Drug Court Phase 5 participants received assistance with groups to address transition plans upon completion of Drug Court, a service not otherwise available through local AHCCCS providers.

Reporting Month 6 Reporting Year 2021		Adult Probation Population Statistics							As of Date 07/01/2021	
County	Probationers	Standard Probation			Intensive Probation			Administrative		
	EOM	Direct	Indirect	EOM	Direct	Indirect	EOM	UNS	OTH	TTL
Apache	633	360	232	592	31	10	41	9	202	211
Cochise	1068	721	244	965	87	16	103	36	387	423
Coconino	1206	639	402	1041	136	29	165	17	461	478
Gila	405	302	89	391	10	4	14	13	343	356
Graham	528	353	140	493	29	6	35	14	360	374
Greenlee	155	107	42	149	4	2	6	6	63	69
La Paz	186	63	114	177	9	0	9	2	65	67
Maricopa	25066	21945	1813	23758	1268	40	1308	1148	20862	22010
Mohave	1669	1201	417	1618	48	3	51	21	898	919
Navajo	1147	605	431	1036	89	22	111	23	416	439
Pima	5648	4856	400	5256	382	10	392	67	1932	1999
Pinal	3375	2436	806	3242	109	24	133	25	1465	1490
Santa Cruz	242	147	69	216	21	5	26	36	173	209
Yavapai	3222	2327	806	3133	78	11	89	138	1261	1399
Yuma	1269	918	164	1082	175	12	187	149	413	562
ARIZONA	45819	36980	6169	43149	2476	194	2670	1704	29301	31005

# Yavapai County Adult Probation Community Restitution 2020 Annual Report

During fiscal year 2020, Yavapai County Adult Probation Community completed the following:

- 47,040 hours of Community Restitution
- This totals \$571,536.00 of work at the minimum wage of \$12.15 per hour
- Clients turned in 6,672 face masks

The number of hours completed during the fiscal year are down from 2019. This is due to the COVID-19 pandemic. Restrictions for working on the work crew, as well as some working with outside stakeholders, started in March of 2020. This resulted in a loss of completed Community Restitution hours as safety was paramount (and still is) at the time.

We changed the amount of people allowed on the work crew multiple times during the fiscal year. By March of 2021, we were able to have four clients receive rides in each work crew van in operation on any given day. There was no specific limit of how many self-drive clients were allowed to attend the work crew by this time. The numbers reflect this starting in March of 2021, as the number of hours worked effectively doubled compared to February of 2021 (2,469 - 4,820).



## The challenges of training during the COVID-19 Pandemic

Since COVID-19 began affecting us in March of 2020, we have trained 19 new hires. Our department had to overcome several obstacles to accomplish these trainings during the pandemic. At the beginning we had to take what is typically an in-person training and make it 100% virtual. This forced not only the training coordinator, but all those involved in these trainings to learn or become more proficient on programs such as Teams and Zoom. It also meant having to acquire more equipment such as laptops and signature pads to make these types of trainings work. We have also expanded our use of technology to help us serve our client's needs while keeping socially distanced. By using apps such as Facetime, Duo, and Skype with our clients we can meet monthly with them, have them give us tours of their residences, and continue to provide programs such as MRT.





2020

## Of the Year Awards - Supervisor



### *Jacquie Barnes*

Jacquie Barnes has worked for Adult Probation since November of 1999. While she has held many positions and titles, she currently supervises a unit out of the Dewey Office, which consists of the minimum caseload, standard field caseloads, and the Community Restitution Program with the surveillance officers that manage it.

Jacquie has many years of experience in this department and has worked her way through the ranks during that time. She started her career in a Support Staff role, then moved on to become a Surveillance Officer, Probation Officer, Senior PO, and is currently an APO Supervisor. In addition to other positions she's held, being the department's Training Coordinator and APETS Coordinator are two that afforded her opportunities to hone valuable working knowledge that makes her an expert in many things. These experiences, because of her commitment and drive, have given her extraordinary operational knowledge of the APD. Jacquie is truly and expert in the field of probation.

When it comes to leading, Jacquie excels with those she supervises and trains. Jacquie's supervision of her staff is closely matched with coaching, as she is regularly hands-on and very participative when working with her staff, especially new staff. Jacquie is an exceptional leader, mentor, and teacher.

In addition to supervising her unit, Jacquie regularly offers to take on additional duties, at times to the extent of burying herself. She is a team-player that can always be counted on, in any situation. Jacquie is a member of the Staff Safety Committee and has spent a large portion of this year working on safe protocols for staff, while dealing with the COVID-19 pandemic. Her contributions and care for the well-being of staff was evident throughout the days and weeks spent on managing protocols during this crisis. Jacquie also stepped forward and volunteered to be our department's point of contact with Averhealth, which needed close attention following the transition from TASC. From database troubleshooting to training, Jacquie was right there to assist. It's consistently putting herself forward to do the work that needs to be done, that has made her an expert at so many things.

If what's noted above wasn't enough, Jacquie has dedicated many years being a Defensive Tactics Instructor and facilitating CPR and First Aid certifications. She is also the department's DiSC Trainer and has been a huge influence on helping units and staff work better together. Jacquie is a top-notch instructor where each of her students benefit from having the opportunity to learn from her. Jacquie is a highly valuable member of the department and management team and is genuinely deserving of this award.



2020

## Of the Year Awards – Line Officer



### *Andrew Schreffler*

Andrew was recognized as Employee of the Month in June 2020. He also received the quarterly recognition award in April 2020. Andrew is always willing to take on more responsibility and is easy going. He is willing to help other officers regardless of the task. Andrew takes pride in his work and is a good role model for other officers. He treats clients with respect and dignity and is a joy to work with. Andrew brings a unique sense of humor to the conversation and his coworkers have a deep respect for him.

Andrew has effectively managed the SMI/Mental health caseload for over two years. He continues to stay in regular contact with his clients and their providers. Andrew has increased his frequency of field contacts due to the Covid-19 crisis and realizes the struggles of his clients to report to the office. He also has provided his cell phone number to his clients and the providers to make himself more available in these challenging times. He has continued to take part in Adult Team Recovery meetings and coordinates care with many providers. He masterfully helps his clients when they are in a crisis and has developed great rapport with them. Andrew has also built great partnerships with treatment providers in the area.

Andrew has mentored two new officers and provides very thorough training. He attended their office days to help if any questions arose until they felt comfortable. Andrew helps them with petitions and other court documents. He fields with them and provides constructive feedback.

Andrew has helped cover EDC since March. Court services is fast-paced, and he has done an exceptional job juggling it! Andrew also recently volunteered to accept overflow sex offender cases. When asked, he did not hesitate to accept this responsibility. He is a team player and is always willing to help anywhere the department has needs.

Andrew continues as an MRT facilitator and has adjusted to the Covid-19 crisis by having meetings via Zoom. His professionalism keeps the class flowing and he is able to engage the clients to provide feedback to their fellow classmates.

Andrew is a very dedicated employee and a great asset to our department!

2020

## Of the Year Awards – Employee



### *John Ryder*

John Ryder has been a permanent fixture in the Yavapai County Adult Probation department since 1989. Yes, 1989! For those of you that might not remember, it was the year of many great things, such as: the song “Look Away” by Chicago being the hottest Billboard Single of the Year; the first episode of The Simpsons aired; the Berlin Wall came down; the first GPS satellite went into orbit; and a future musician for the ages, Taylor Swift, was born. Even though many great things happened, the closest rival to Yavapai’s newest probation officer at the time, was the introduction of the World Wide Web. Wow, what a year!

In all seriousness, Mr. Ryder has a wealth of knowledge from which we all benefit. He has a heart that is made for this profession and the kind of person that truly cares for others. His care is evident from the newest employees in our department to the most veteran, as he makes a concerted effort to talk to everyone, regularly. Mr. Ryder always has a smile on his face and a sense of humor that is infectious. He is well-respected and valued by those lucky to work with him.

The year 2020 has been an especially difficult year for everyone. It has changed the way we do business and has affected many people in different ways. But, during this year of COVID-19, Mr. Ryder has been a person advocating for the safety of our staff from day one. He’s even been referred to as the “COVID-glue” holding things together, when responding to this crisis. From the early days of daily contact with Facilities for deep cleanings, to ordering PPE, to forming a protocols committee, Mr. Ryder has been at the front.

In addition to the many challenges this pandemic has posed, it also decided to show up on the year of our AOC Operational Review. Mr. Ryder was instrumental in our department being a success with the first virtual operational review conducted. His hands-on leadership and hard work made this transition a success, and one we can look to build on and make better in the future. Managing the amount of pre and post work from an audit is no small task, and Mr. Ryder has done an excellent job.

Thanks for all you do for the department, your co-workers, and stake holders. John Ryder, our department is lucky to have you.

2020

## Of the Year Awards – MRT Facilitator



### *Andrew Schreffler*

Andrew Schreffler has been facilitating MRT since July 2015. He is dependable and displays a genuine joy for the role. He has gone above and beyond with training new facilitators, helping with online classes, and building good rapport with the individuals in his class.

Andrew puts in a great deal of effort as a facilitator with each individual participant. Not only does he excel as a facilitator, but he shows a significant amount of compassion and interest in each participant's individual success in the class. He takes time outside of the classes to meet with participant's one on one to help them better understand the expectations of the class and succeed in each of their steps as they progress through MRT.

When participants struggle outside of MRT class and open up to Andrew, he takes the time to understand issues and speak with the participants assigned officer to help each participant succeed even outside of MRT.

During the COVID-19 pandemic, Andrew took initiative to assist in resuming the MRT classes virtually, understanding the importance and effectiveness of MRT for each participant. He helped to combine multiple classes from other areas to allow as many participants as possible to resume to some form of normalcy under the circumstances. This was especially important during this time, as many participants were struggling during the pandemic emotionally and mentally due to the significant changes in interactions. He has successfully hosted MRT meetings virtually for over five months and shows the same level of passion with each participant as he did in person.

Andrew is always very professional in class and has extensive knowledgeable about the material. Because of this, he has earned a significant amount of trust and respect from the participants. Andrew has shown to be of vital importance to the MRT program with his level of compassion for the program and the participants. The success of the MRT program located in Dewey, AZ, would not have been possible during the COVID pandemic without Andrew's consistent dedication.

## Employee of the Month: July 2020 – September 2020





## Employee of the Month: October 2020 – December 2020



### Employee of the Month

Is hereby awarded to:

*Kristie Peck*

In grateful recognition of your outstanding performance, productivity and dedicated service, we award this certificate from the Yavapai County Adult Probation Department for the month of

November 2020



John C. Morris, Chief Adult Probation Officer

Date



### Employee of the Month

Is hereby awarded to:

*Rachel Alltop*

In grateful recognition of your outstanding performance, productivity and dedicated service, we award this certificate from the Yavapai County Adult Probation Department for the month of

December 2020

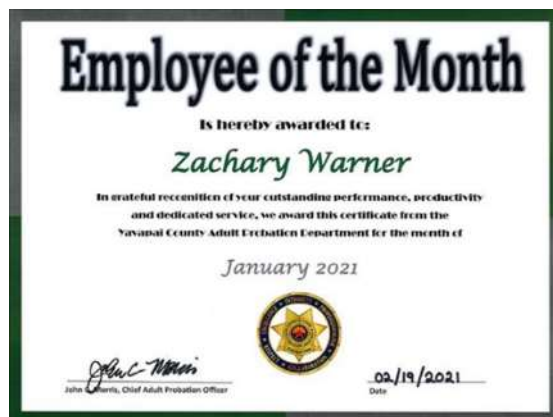


John C. Morris, Chief Adult Probation Officer

Date



## Employee of the Month: *January 2021 – March 2021*



## Employee of the Month: *April 2021 – June 2021*





# Quarterly Recognitions

